

At Your Service...

a phone directory of environmental services

We first published this brochure a few years ago to provide you with a guide to the Missouri Department of Natural Resources' Division of Environmental Quality. Since our first edition, our guide has grown to include information and phone numbers on a variety of our partners who work together to protect and preserve Missouri's environment. We've organized it alphabetically by topic so it's a quick and easy reference for you. Most of our publications and information are free, unless otherwise indicated.

The efforts of many individuals help you enjoy fresh air, clean water and productive soil. Environmental quality is important to everyone. Clean air and water is essential not only for good health but also for sustained business development, tourism and agricultural production.

The Department of Natural Resources' Division of Environmental Quality is here to serve you year-round. We are committed to doing the best job we can to protect your air, soil and water. If you would like to know more about your environment and how you can help us protect it, please give us a call. We hope this guide serves as a handy reference tool for you to use when making decisions on how to protect and preserve your natural resources.

John Young

Director,
Division of Environmental Quality

As a recipient of federal funds, the Missouri Department of Natural Resources cannot discriminate against anyone on the basis of race, color, national origin, age, sex or handicap. If anyone believes they have been subjected to discrimination for any of these reasons, they may file a complaint with either the Department of Natural Resources or the Office of Equal Opportunity, U.S. Department of the Interior, Washington, D.C., 20240.

This brochure can be available in alternative formats. For more information, call 1-800-361-4827. Or for Relay Missouri call 1-800-735-2466, or call 1-800-735-2966 for TDD.



Missouri Department of Natural Resources
Division of Environmental Quality

**Air Pollution Control Authority
(Springfield-Greene County)**

(417) 864-1662

Call for information on air quality in the Springfield area.

**Air Pollution Control, Division of
(St. Louis)**

(314) 613-7300

Call for information on air quality in the St. Louis area.

Air Pollution Control Program

(573) 751-4817

www.dnr.state.mo.us/deq/apcp

Fax (573) 751-2706

The Air Pollution Control Program can provide information about the following subjects. Some information is also available from the Division of Environmental Quality regional offices. ([See map](#)).

- acid rain
- air quality data
- air quality modeling
- air quality standards
- asbestos removal
- Clean Air Act Amendments
- construction and operating permits
- emissions inventory
- incineration
- lead and ozone non-attainment areas
- open burning permits
- stack testing
- Stage I and II gasoline vapor recovery
- toxic air emissions
- vehicle emission testing (see Gateway Clean Air Program)

Air Quality, Division of (Kansas City)

(816) 513-6314

Call for information about air quality in the Kansas City area.

Acid Rain

(573) 751-4817

Emissions from certain facilities can contribute to acid rain problems in other parts of the country.

Administration

(573) 751-6892

Fax (573) 751-9277

Administration staff provides divisional support for legislation, budget, grants, public information and information systems development.

AGSTAR Program

1-800-361-4827

or (573) 526-6627

Call for information on converting animal waste (manure) to energy.

Agricultural and Rural Assistance

1-800-361-4827

or (573) 526-6627

Call for information and guidance regarding programs and requirements. Operational guidance regarding animal and other waste disposal, agricultural hazardous wastes or other farm issues is also available.

Animal Wastes**(573) 751-1300**

(See also Agricultural Technical Assistance)

Call for information about the proper treatment of wastes from hogs, cattle, poultry, sheep, goats, horses and other animals.

Asbestos**(573) 751-4817**

Asbestos-containing materials, including siding, shingles, tile flooring and pipe insulation, must be removed by a certified contractor. Call for a list of contractors.

Asphalt Plant Permits**(573) 751-4817**

For information on asphalt plant permits, contact the department's Air Pollution Control Program.

Batteries**(573) 751-5401**

(See Landfill Disposal Bans)

Business Assistance**1-800-361-4827
or (573) 526-6627**

Small businesses can receive technical assistance to help them reduce wastes and emissions, complete applications and forms, and maintain regulatory compliance. Information is also available at the Web site, www.dnr.state.mo.us/deq/tap/bus.htm.

Brownfields**(573) 526-8913**

For information on Brownfields or Missouri's voluntary cleanup program, contact the department's Hazardous Waste Program.

CAFOs**(573) 751-1300**

(See Concentrated Animal Feeding Operations)

**Clandestine Drug Lab Collection
Stations****(573) 526-3315**

For information on Missouri's clandestine drug lab collection stations, contact the department's Environmental Services Program.

Commission and Board Meetings

Call the various programs at the following numbers to find out when commission meetings are scheduled:

- Air Conservation Commission (573) 751-4817
- Clean Water Commission (573) 751-1300
- Hazardous Waste Management..... (573) 751-3176
Commission
- Land Reclamation Commission..... (573) 751-4041
- Petroleum Storage Tank Insurance (573) 522-2352
Fund Board of Trustees
- Small Business Compliance 1-800-361-4827
Advisory Committee..... or (573) 526-6627
- Safe Drinking Water Commission (573) 751-5331
- Soil and Water Districts Commission (573) 751-4932
- Solid Waste Advisory Board (573) 751-5401

Community Issues

**1-800-361-4827
or (573) 526-6627**

(See also Technical Assistance Program)

Groups seeking information on environmental issues in their communities can contact division staff at this number.

Complaints

Contact your local regional office to lodge a complaint about an environmental matter. ([See map](#).) Complaints concerning the illegal dumping of solid waste may be submitted electronically via the Internet. The electronic form can be found at www.dnr.state.mo.us/deq/swmp/enf_instruct.htm.

Composting

**1-800-361-4827
or (573) 751-5401**

Call for a free guide on composting yard waste or information on building compost bins.

Concentrated Animal Feeding Operations (CAFOs)

(573) 751-1300

For information on concentrated animal feeding operations, contact the department's Water Pollution Control Program or your local regional office ([see map](#)). For information on odors from CAFOs, contact the department's Air Pollution Control Program at (573) 751-4817 or your local regional office.

Contaminated Soil Disposal

(573) 751-2032

Call for information on correct disposal methods and procedures.

Cross-connection Control Information

(573) 751-5331

Call to learn more about precautions that will prevent contamination in connecting water supply lines.

Dead Farm Animal Disposal

(573) 751-4211

The Department of Agriculture regulates disposal of dead farm animals.

Documents, Publications and Videos

1-800-361-4827

Call for a free list of available materials on Missouri's natural resources, or visit www.dnr.state.mo.us/deq/tap/pubs.htm.

Drinking Water

(573) 751-5331

(See Public Drinking Water Program)

Drinking Water Analysis

(573) 751-5331

Certain tests are performed on public water supplies. Test results are available at this number.

Energy

(573) 751-4000

For information on energy technical assistance, grants or Missouri energy usage, contact the department's Energy Center.

Environmental Education

**1-800-361-4827
or (573) 526-6627**

(See also Technical Assistance Program)

Educational materials and workshops for teachers, including Project WET (Water Education for Teachers). Visit www.dnr.state.mo.us/deq/tap/hometap.htm for more information.

Environmental Audits

(573) 751-8629

Audits are often required when property changes hands. Although state staff do not conduct audits, the state maintains a listing of properties where hazardous waste contamination has been confirmed.

Environmental Emergencies

(573) 634-2436

Call this number to report an environmental emergency. Local officials can also obtain technical assistance. This number is answered 24 hours a day, seven days a week.

Environmental Services Program

(573) 526-3315

www.dnr.state.mo.us/deq/esp

Fax (573) 526-3350

The Environmental Services Program is located at 2710 W. Main St., Jefferson City. The program includes the state environmental laboratory and field staff assigned to emergency response, air monitoring, air quality assurance, water monitoring and hazardous waste site sampling. Contact the program for more information on the following topics:

- environmental emergencies
- identifying hazardous substances
- hazardous materials response planning
- clandestine drug lab chemical management and disposal

Erosion and Soil Conservation

(573) 751-4932

(See also Soil and Water Conservation Program)

Programs are available to help landowners install soil erosion control measures.

Family Farm Hazardous Waste

**1-800-361-4827
or (573) 526-6627**

Call for information about waste disposal options.

Farm Information

**1-800-361-4827
or (573) 526-6627**

(See Agricultural and Rural Assistance)

Federal Facilities

(573) 751-3907

Call to find out more about environmental cleanups at current or previously owned or operated Department of Defense or Department of Energy sites.

File and Record Searches

Contact the various programs or regional offices to make an appointment to review files on regulated facilities.

- Air Pollution Control Program (573) 751-4817
- Environmental Services Program (573) 526-3315
- Hazardous Waste Program (573) 751-3043
- Land Reclamation Program (573) 751-3043
- Public Drinking Water Program (573) 751-5331
- Soil and Water Conservation Program (573) 751-3043
- Solid Waste Management Program (573) 751-3043
- Technical Assistance Program (573) 526-6627
- Water Pollution Control Program (573) 751-1300
- Jefferson City Regional Office (573) 751-2729
- Kansas City Regional Office (816) 554-4100

- Northeast Regional Office (660) 385-2129
- St. Louis Regional Office (314) 301-7600
- Southeast Regional Office (573) 840-9750
- Southwest Regional Office (417) 891-4300

Fish Advisories

(573) 751-4115, ext. 168

Fish advisories are issued by the Missouri Department of Conservation.

Fish Kills

(573) 634-2436

Report fish kills by calling the Department of Natural Resources' environmental emergency number.

Franklin County Satellite Office

(573) 860-4308

Meramec State Park; Highway 185 South; Sullivan, MO 63080

For assistance with environmental issues in Franklin County, contact the department's Franklin County Satellite Office.

Gateway Clean Air Program (GCAP)

www.gatewaycleanair.com

1-888-748-1AIR

Call the Gateway Clean Air Program for information on vehicle emissions testing in the St. Louis region or for an appointment to have a third party review those features of your vehicle's emissions that failed the state's inspection.

Government Assistance

**1-800-361-4827
or (573) 526-6627**

The Government Assistance Unit of the Technical Assistance Program provides technical guidance, training, software and other forms of help to municipal and other governments on all environmental issues. Guidance materials and the Show-me Water and Sewer Ratemaker software programs are accessible through the unit's Web site.

Grants

For a free brochure detailing the department's financial assistance opportunities, call (573) 526-6627. For specific information, contact the following:

- air pollution control equipment sales
tax exemption (573) 751-4817
- drinking water treatment facilities (573) 751-5331
- energy conservation and efficiency grants (573) 751-4000
- national environmental education 1-800-361-4827
..... or (573) 526-6627
- nonpoint source grants (573) 751-1300
- recreation and historic preservation grants (573) 751-2479
- sewage treatment facilities (573) 751-1300
- soil and water conservation (573) 751-4932
- solid waste financial assistance (573) 751-5401
- stormwater system grants and loans (573) 751-1300
- water pollution control sales tax exemption (573) 751-1300

Gravel Mining Permits

(573) 751-4041

Contact the Land Reclamation Program for information.

Groundwater Contamination

To report suspected groundwater contamination, call your nearest regional office. ([See map.](#))

Hazardous Materials

(573) 526-3349

Call for information about reporting or identifying hazardous substances.

Hazardous Substance Emergencies

(573) 634-2436

To report a release of a hazardous substance, call the department's Environmental Emergency Response spill reporting number.

Hazardous Waste Program

(573) 751-3176

www.dnr.state.mo.us/deq/hwp

Fax (573) 751-7869

E-mail address: hazwaste@mail.dnr.state.mo.us

The Hazardous Waste Program administers regulations involving the treatment, storage, disposal and transportation of wastes that are classified as hazardous. Call the number above for information on the following topics. Some information is also available at the regional offices and the Technical Assistance Program. ([See map.](#))

- above and underground storage tanks
- generator identification numbers
- illegal disposal (contact a regional office; [see map](#))
- manifest forms (call 1-800-361-4827 or (573) 526-6627)
- permit requirements
- permitted facilities
- Superfund
- transportation
- treatment, storage or disposal permits
- waste minimization
- disposal information

Household Hazardous Waste

**1-800-361-4827
or (573) 526-6627**

Call for information about disposing of automotive products, used motor oil, home improvement products, cleaners, pesticides, personal care products, other household chemicals and waste oil. Visit www.dnr.state.mo.us/deq/tap for more information.

Information Service

1-800-361-4827

To inquire about any of Missouri's environmental quality issues call this toll free number or send an e-mail to tap@mail.dnr.state.mo.us.

Jefferson City Regional Office

**(573) 751-2729
Fax (573) 751-0014**

The Jefferson City Regional Office provides field inspections, complaint investigation, front-line troubleshooting and problem solving and technical assistance on environmental issues and emergencies for the following:

- air pollution complaints
- animal waste
- hazardous waste complaints
- open burning permits
- public drinking water system complaints

- public water system construction and operating permits
- solid waste complaints
- subdivision water and sewage
- tanks
- technical assistance for public water supplies, wastewater treatment, solid waste management, hazardous waste management
- tires
- underground storage tanks for petroleum compounds
- water pollution complaints
- water pollution construction and operating permits
- water and wastewater operator training and certification

Jefferson County Satellite Office

(314) 937-3697

Eastern Districts Park Office; Highway 61; Festus, MO 63028

For assistance with environmental issues in Jefferson County, contact the department's Jefferson County Satellite Office.

Joplin and Neosho Area Satellite Office

(417) 451-6857

1900 S. 71 Highway; Neosho, MO 64850

Mailing address: 2040 W. Woodland; Springfield, MO 65807

For assistance with environmental issues in the Joplin and Neosho area, contact the department's Joplin and Neosho Area Satellite Office.

Kansas City Regional Office

(816) 622-7000

Fax (816) 622-7044

The Kansas City Regional Office provides field inspections, complaint investigation, front-line troubleshooting and problem solving, and technical assistance on environmental issues and emergencies for the following:

- air pollution complaints
- animal waste
- hazardous waste complaints
- open burning permits
- public drinking water system complaints
- public water system construction and operating permits
- solid waste complaints
- subdivision water and sewage
- tanks
- technical assistance for public water supplies, wastewater treatment, solid waste management, hazardous waste management
- tires
- underground storage tanks for petroleum compounds
- water pollution complaints
- water pollution construction and operating permits
- water and wastewater operator training and certification

Lake of the Ozarks Satellite Office**(573) 348-2442**

Camden County; 5568 A Hwy 54; Osage Beach, MO 65065

For assistance with environmental issues in Camden County, contact the department's Lake of the Ozarks Satellite Office.

Landfills**(573) 751-5401**

Call this number for information about regulations governing solid waste landfills.

Landfill Disposal Bans**1-800-361-4827
or (573) 751-5401**

(See also regional offices.)

Call for technical assistance and alternative disposal methods for the following solid waste materials that are banned from disposal in landfills:

- lead-acid batteries
- major appliances
- waste oil
- whole tires
- yard waste

Land Reclamation Program**(573) 751-4041**

www.dnr.state.mo.us/deq/lrp

Fax (573) 751-0534

The Land Reclamation Program regulates all surface mining and oversees reclamation of abandoned coal mines that qualify because of health, safety or environmental problems. Contact the Land Reclamation Program for information on the following topics:

- land reclamation
- mining permits for coal, industrial minerals or metallic minerals

Lead**(573) 526-5873
or (573) 526-6102**

The Missouri Department of Health has information on the health hazards of lead and requirements for the removal of lead-based paint in buildings. The Department of Natural Resources has information on the following:

- lead in drinking water (573) 751-5331
- disposal of materials contaminated (573) 751-7560
with lead
- lead emissions to the air (573) 751-4817
- removing lead-based paint from bridges (573) 751-7560
- removing lead-based paint from (573) 751-5331
water towers

Leaking Petroleum Storage Tanks**(573) 751-6822**

Direct inquiries about closing above and underground tanks that have leaked to this number. Guidance documents on closing tanks are available for a small charge.

Lincoln County Satellite Office**(314) 528-4779**

Cuivre River State Park; 678 State Rt 147; Troy, MO 63379

For assistance with environmental issues in Lincoln County, contact the department's Lincoln County Satellite Office.

Major Appliances

**1-800-361-4827
or (573) 751-5401**

(See Landfill Disposal Bans)

Mining

(573) 751-4041

The Land Reclamation Program can provide information about operating and reclaiming surface mines.

Mississippi River Project Office

(573) 655-4178

Wakonda State Park; Rt 1 Box 242; LaGrange, MO 63448

For assistance with environmental issues in Clark, Lewis, Marion, Ralls and Pike counties, contact the department's Mississippi River Project Office.

National Priorities List

(573) 751-8629

Missouri has sites contaminated with hazardous wastes that have been placed on the national cleanup list.

Neosho and Joplin Area Satellite Office

(417) 451-6857

1900 S. 71 Highway; Neosho, MO 64850

Mailing address: 2040 W. Woodland; Springfield, MO 65807-5912

For assistance with environmental issues in the Neosho and Joplin area, contact the department's Neosho and Joplin Area Satellite Office.

Northeast Regional Office

**(660) 385-2129
Fax (660) 385-6398**

The Northeast Regional Office in Macon provides field inspections, complaint investigation, front-line troubleshooting and problem solving and technical assistance on environmental issues and emergencies for the following:

- air pollution complaints
- animal waste
- hazardous waste complaints
- open burning permits
- public drinking water system complaints
- public water system construction and operating permits
- solid waste complaints
- subdivision water and sewage
- tanks
- technical assistance for public water supplies, wastewater treatment, solid waste management, hazardous waste management
- tires
- underground storage tanks for petroleum compounds
- water pollution complaints
- water pollution construction and operating permits
- water and wastewater operator training and certification

Odors

Contact your nearest regional office about odor concerns. ([See map.](#))

Open Burning Permits

Contact your nearest regional office for current, seasonal information about open burning. ([See map.](#))

Operator Training and Certification

**1-800-361-4827
or (573) 526-6627**

Call for information about training opportunities and licensure requirements for operators of environmental control facilities. Visit the Web site at www.dnr.state.mo.us/deq/tap/optrain.htm.

Paint Disposal, Recycling

**1-800-361-4827
or (573) 526-6627**

Various disposal methods are recommended for household paints, depending on their formulation. Visit the Web site at www.dnr.state.mo.us/deq/tap/polprev.htm.

Parks

**1-800-334-6946
or (573) 751-2479**

For more information on Missouri State Parks, contact the department's Division of State Parks.

Parks-and-Soils Sales Tax

(573) 751-4932

For more information, contact the department's Soil and Water Conservation Program.

PCBs

(573) 751-7560

Polychlorinated biphenyls must be managed according to certain regulations.

Permits

For a complete packet describing the division's permits, call your nearest regional office. [See map](#) or contact these programs:

- Air Pollution Control (573) 751-4817
- Hazardous Waste (573) 751-3553
- Land Reclamation (mining) (573) 751-4041
- Public Drinking Water (573) 751-5331
- Solid Waste Management (573) 751-5401
- Water Pollution Control..... (573) 751-1300

Pesticides

(573) 751-2462

The Department of Agriculture regulates pesticide application. The Department of Natural Resources, however, handles the following:

- bulk storage (573) 751-1300
- proper disposal (573) 751-7560
- container recycling (573) 526-6627
- pesticides in drinking water (573) 751-5331

Petroleum Storage Tanks

**1-800-361-4827
or (573) 751-6822**

(See also Leaking Petroleum Storage Tanks)

Call to register a petroleum tank.

Petroleum Storage Tank Insurance Fund

(573) 522-2352

Call for information about underground storage tank insurance.

Pollution Prevention

**1-800-361-4827
or (573) 526-6627**

Special assistance is available to businesses to reduce the generation of pollutants and use of hazardous chemicals. Information is also available at the Web site, www.dnr.state.mo.us/deq/tap/polprev.htm.

Protecting Missouri's Natural Resources

**1-800-361-4827
or (573) 751-4465**

Call to receive a free copy of the Division of Environmental Quality's monthly newsletter on Missouri's air, land and water.

Public Drinking Water Program

www.dnr.state.mo.us/deq/pdwp

**(573) 751-5331
Fax (573) 751-3110**

(See also Regional Offices)

The Public Drinking Water Program administers regulations that help ensure that public sources of drinking water are safe. Call for information on the following topics:

- backflow prevention and cross-connection control
- boil orders
- construction permits
- consumer confidence reports
- drinking water standards
- financial assistance
- lead contamination
- public water supplies (census)
- public water supply testing
- technical, managerial and financial capacity assessments
- source water assessments and protection

Public Water Systems

(573) 751-5331

Call to obtain census information and water quality data about public water systems.

Publications, Documents and Videos

1-800-361-4827

Call for a free list of available materials on Missouri's natural resources or visit www.dnr.state.mo.us/deq/tap/pubs.htm.

Radioactive Wastes

(573) 751-3907

Call for information about the cleanup of radioactive waste from nuclear weapons production in Missouri.

Recycling

(573) 751-5401

Call for more information about recycling and purchasing products made from recycled materials.

Referee Station, St. Louis

1-888-748-1AIR

(See Gateway Clean Air Program)

Reformulated Gasoline

(573) 751-4817

For more information on reformulated gasoline, call the department's Air Pollution Control Program.

Regional Offices

(See also Jefferson City Regional Office, Kansas City Regional Office, Northeast Regional Office, St. Louis Regional Office, Southeast Regional Office or Southwest Regional Office)

[See map](#) for your nearest regional office. Call or visit for assistance with the following:

- air pollution complaints
- animal waste
- hazardous waste complaints
- open burning permits
- public drinking water system complaints
- public water system construction and operating permits
- solid waste complaints
- subdivision water and sewage
- tanks
- technical assistance for public water supplies, wastewater treatment, solid waste management, hazardous waste management
- tires
- underground storage tanks for petroleum compounds
- water pollution complaints
- water pollution construction and operating permits
- water and wastewater operator training and certification

Registry of Abandoned and Uncontrolled Sites

(573) 751-8629

The state maintains a list of sites where hazardous waste contamination has been confirmed.

Regulations

(573) 751-4015

Copies of proposed and existing regulations can be obtained from the Secretary of State's Office.

Resource Recovery

(573) 751-3553

Information is available about reclaiming various materials and obtaining permits for resource recovery facilities.

St. Louis Regional Office

(314) 301-7600

Fax (314) 301-7607

The St. Louis Regional Office provides field inspections, complaint investigation, front-line troubleshooting and problem solving and technical assistance on environmental issues and emergencies for the following:

- air pollution complaints
- animal waste
- hazardous waste complaints
- open burning permits
- public drinking water system complaints
- public water system construction and operating permits
- solid waste complaints
- Stage II Vapor Recovery
- subdivision water and sewage
- tanks
- technical assistance for public water supplies, wastewater treatment, solid waste management, hazardous waste management
- tires

- underground storage tanks for petroleum compounds
- water pollution complaints
- water pollution construction and operating permits
- water and wastewater operator training and certification

Satellite Offices

[See map](#) for your nearest satellite office.

Septic Tanks

(573) 751-6095

Information is available from the Missouri Department of Health on the proper installation and maintenance of septic tanks.

Sewage Treatment

**1-800-361-4827
or (573) 751-1300**

Call your nearest regional office for information about the requirements for constructing and operating sewage treatment facilities. [See map](#) to find your county's regional office.

Small Quantity Generator

(573) 751-3094

There are requirements for facilities that generate and handle small quantities of hazardous wastes. Find out how to dispose of wastes safely and properly.

Soil and Water Conservation Program

(573) 751-4932

www.dnr.state.mo.us/deq/swcp

Fax (573) 526-3508

The Soil and Water Conservation Program provides funds through county soil and water conservation districts to agricultural landowners to reduce the loss of Missouri's topsoil. Call for information on the following topics:

- cost-sharing on conservation practices
- loan interest-sharing on equipment and practices
- soil and water conservation district assistance
- soil survey
- Special Area Land Treatment (SALT) Program

Solid Waste Management Program

(573) 751-5401

www.dnr.state.mo.us/deq/swmp

Fax (573) 526-3902

(See also Regional Offices)

The Solid Waste Management Program promulgates and administers laws and regulations concerning the management of solid wastes, including disposal and alternatives to disposal. Call the number above for information on the following topics:

- financial assistance
- illegal disposal
- landfills
- market development
- permits
- recycling
- groundwater monitoring
- solid waste management districts
- solid waste management planning
- transfer stations
- waste reduction

- waste tires

Southeast Regional Office

(573) 840-9750
Fax (573) 840-9754

The Southeast Regional Office in Poplar Bluff provides field inspections, complaint investigation, front-line troubleshooting and problem solving and technical assistance on environmental issues and emergencies for the following:

- air pollution complaints
- animal waste
- hazardous waste complaints
- open burning permits
- public drinking water system complaints
- public water system construction and operating permits
- solid waste complaints
- subdivision water and sewage
- tanks
- technical assistance for public water supplies, wastewater treatment, solid waste management, hazardous waste management
- tires
- underground storage tanks for petroleum compounds
- water pollution complaints
- water pollution construction and operating permits
- water and wastewater operator training and certification

Southwest Regional Office

(417) 891-4300
Fax (417) 891-4399

The Southwest Regional Office in Springfield provides field inspections, complaint investigation, front-line troubleshooting and problem solving and technical assistance on environmental issues and emergencies for the following:

- air pollution complaints
- animal waste
- hazardous waste complaints
- open burning permits
- public drinking water system complaints
- public water system construction and operating permits
- solid waste complaints
- subdivision water and sewage
- tanks
- technical assistance for public water supplies, wastewater treatment, solid waste management, hazardous waste management
- tires
- underground storage tanks for petroleum compounds
- water pollution complaints
- water pollution construction and operating permits
- water and wastewater operator training and certification

Spill Reporting

(573) 634-2436

To report a chemical spill, call the department's Environmental Emergency Response spill reporting

number.

Stage I and II Vapor Recovery

(573) 751-4817

To improve air quality, gas stations in the St. Louis area must use special nozzles to keep gasoline fumes from entering the air. For information about this Stage II vapor recovery in St. Louis, call the department's St. Louis Regional Office at (314) 301-7600. For information about the Stage I vapor recovery in the Kansas City area, call the Kansas City Regional Office at (816) 554-4100.

State Parks

**1-800-334-6946
or (573) 751-2479**

For more information on Missouri State Parks, contact the department's Division of State Parks.

Stone/Taney County Satellite Office

(417) 337-9732

Table Rock State Park; 2037 State Highway 165;
Branson, MO 65616

For assistance with environmental issues in Stone or Taney counties, contact the department's Stone/Taney County Satellite Office.

Streams

(573) 751-1300

Streams are designated as safe for various activities depending on the extent of pollution. An atlas is available for a charge.

Superfund

(573) 751-8629

Information about confirmed abandoned or uncontrolled hazardous waste sites can be obtained at this number. An annual report on Missouri hazardous waste sites is available at a small charge.

Technical Assistance Program

1-800-361-4827

www.dnr.state.mo.us/deq/tap

or (573) 526-6627

tap@mail.dnr.state.mo.us

Fax (573) 526-5808

The Technical Assistance Program is located at 1659 E. Elm St., Jefferson City. The Technical Assistance Program provides information, educational opportunities and guidance to individuals and organizations. Many of our publications and documents are free. The purpose is to inform people about environmental issues and to foster compliance with environmental requirements. Contact the program for a list of available materials or for information on the following:

- community environmental project assistance
- Division of Environmental Quality information and requirements
- environmental education programs
- household hazardous waste disposal
- materials reuse and recycling
- operator training and certification
- pollution prevention, waste reduction and minimization
- publications, informational materials
- technical assistance
- water and wastewater operator training and certification

Tires

(573) 751-5401

(See Landfill Disposal Bans)

Underground Storage Tanks

(573) 751-6822

(See also Leaking Petroleum Storage Tanks)

Call to register an underground tank or to obtain information about the insurance fund.

Used Oil (573) 526-6627

(See also Landfill Disposal Bans)

Call about the requirements for managing used oil generated by a business.

Used Oil Recycling for Do-It-Yourselfers 1-800-361-4827
or (573) 526-6627

Vapor Recovery (573) 751-4817

(See Stage I and II Vapor Recovery)

Vehicle Emissions Testing (573) 751-4817

Vehicles in the St. Louis area must be tested to make sure their emissions control systems function properly. Call the number above or the Gateway Clean Air Program at 1-888-748-1AIR.

Videos, Publications and Documents 1-800-361-4827
(573) 526-6627

Call for a free list of available materials on Missouri's natural resources or visit www.dnr.state.mo.us/deq/tap/pubs.htm.

Voluntary Cleanup Program (573) 526-8913

The Voluntary Cleanup Program can provide oversight and guidance of voluntary hazardous substance cleanups. This service provides expedited review and comment on documents in recognition of the participant's needs for a quick response. This service also provides a letter from the department, upon successful completion of the cleanup, indicating that the department agrees with the actions taken. Participants pay an application fee of \$200 and the state's costs for oversight and guidance of the project.

Volunteer Water Quality Monitoring 1-800-361-4827
or (573) 751-7428

Citizens can receive training and equipment to monitor a stream in their area.

Wastewater Treatment (573) 751-1300

(See Sewage Treatment)

Waste Minimization (573) 526-6627

Information and assistance is available on ways to reduce or eliminate hazardous wastes.

Water Pollution Control Program (573) 751-1300
www.dnr.state.mo.us/deq/wpcp Fax (573) 751-9396

Contact the Water Pollution Control Program for information about these or other water-related issues. Some information is also available from the regional offices:

- animal wastes
- enforcement
- industrial pretreatment
- land application
- nonpoint pollution sources
- State Operating and Construction Permits (NPDES)
- state revolving funds
- stormwater grants and loans

- stormwater permits
- subdivision regulation
- total maximum daily loads (TMDL)
- wastewater grants and loans
- wastewater plant permits
- water quality
- water quality standards
- water pretreatment

Wellhead Protection

(573) 751-5331

Call this number for information on preventing contamination in wells. Additional information on wells is also available from the department's Division of Geology and Land Survey at (573) 368-2165.

Wetlands

(573) 751-1300

Information is available about wetlands as part of municipal sewage treatment.

Yard Waste

(573) 751-5401

(See Composting and Landfill Disposal Bans)

INTERNET ADDRESSES

Missouri Department of Natural Resources

www.dnr.state.mo.us

Division of Environmental Quality

www.dnr.state.mo.us/deq

Air Pollution Control Program

www.dnr.state.mo.us/deq/apcp

Environmental Services Program

www.dnr.state.mo.us/deq/esp

Hazardous Waste Program

www.dnr.state.mo.us/deq/hwp

Land Reclamation Program

www.dnr.state.mo.us/deq/lrp

Public Drinking Water Program

www.dnr.state.mo.us/deq/pdwp

Soil and Water Conservation Program

www.dnr.state.mo.us/deq/swcp

Solid Waste Management Program

www.dnr.state.mo.us/deq/swmp

Technical Assistance Program

www.dnr.state.mo.us/deq/tap

Water Pollution Control Program

www.dnr.state.mo.us/deq/wpcp

Environmental Improvement and Energy Resources Authority

www.dnr.state.mo.us/eiera

Petroleum Storage Tank Insurance Fund

www.pstif.org

OTHER SOURCES OF INFORMATION

The following organizations and agencies can provide information on your environment.

LOCAL AGENCIES AND ORGANIZATIONS

Local Emergency Planning Committees

Check with the presiding commissioner or your county's emergency management director to find out when the committee meets and how to obtain information about the hazardous chemicals that area facilities have on hand.

Missouri Watershed Information Network

The Watershed Information Network is a clearinghouse for watershed information. Contact them at (573) 882-0085, 1-877-426-7433 or at <http://outreach.missouri.edu/mowin/>.

Soil and Water Conservation Districts

Contact the office in your county for information about soil conservation measures and the following programs:

- Native Prairie Restoration Incentive Program
(available only in certain counties)
- Partners for Prairie Wildlife Incentive Program
(available only in certain counties)
- Wetland Heritage Fund Cost-Share Program
- Wetland Reserve Program Incentive Project
- Streams for the Future Landowner Incentive Program

If you need help finding out how to contact your district, call the Missouri Department of Natural Resources at 1-800-361-4827 or (573) 751-4932.

Solid Waste Management Districts

Contact your solid waste management district for more information on recycling and solid waste disposal in your area. If you need help finding out how to contact your district, call the Missouri Department of Natural Resources at 1-800-361-4827 or (573) 751-5401.

University of Missouri Extension

Contact the office in your county for information on pesticides, household hazardous wastes and other conservation information.

MISSOURI STATE AGENCIES

Department of Agriculture (573) 751-4211

- Agriculture and Small Business Development
Authority (Ag Loan Program) (573) 751-2129

Department of Conservation (573) 751-4115

**Department of Economic Development 1-800-523-1434
or (573) 751-4241**

- Community Development Block Grants for Water
and Wastewater 1-800-523-1434
..... or (573) 751-4146
- Division of Tourism (573) 751-4133

Department of Health (573) 751-6400

- Septic Tanks (573) 751-6095
- State Public Health Laboratory (573) 751-3334

Department of Natural Resources .. (573) 751-3443

- Toll-free number 1-800-334-6946
- Division of Administrative Support (573) 751-7961
- Division of Environmental Quality 1-800-361-4827
..... or (573) 526-6627
- Energy Center (573) 751-4000
- Division of Geology and Land Survey (573) 368-2100
- Division of State Parks (573) 751-2479

**Environmental Improvement and
Energy Resources Authority (573) 751-4919**

Missouri Toll-free Numbers for Hearing Impaired

- TDD 1-800-735-2966
- Voice 1-800-735-2466

**Petroleum Storage Tank
Insurance Fund (573) 522-2352**

FEDERAL AGENCIES

**Environmental Protection
Agency, Region 7 (913) 551-7000**

Fish and Wildlife Service (573) 875-5399

Mark Twain National Forest (573) 364-4621

**Natural Resource Conservation
Service (573) 876-0900**

Rural Development (573) 876-0995

U.S. Army Corps of Engineers

- Kansas City District Office (816) 426-5241
- Memphis District Office (901) 544-3461
- Missouri River Division (Omaha) (402) 697-2552
- Little Rock District Office (Arkansas) (501) 324-6231
- Rock Island District Office (Iowa) (309) 794-5230
- St. Louis District Office (314) 331-8567